

WISCONSIN WORKS (W-2) CONTRACT AND IMPLEMENTATION COMMITTEE
1 West Wilson Street, Room B139
Madison, WI 53707
Friday, January 22, 1999
10:00 AM - 2:00 PM

AMENDED MINUTES

Committee

Attendees: J. Jean Rogers, Chair; Rosa Dominguez (alternate), Opportunities Industrialization Center of Greater Milwaukee (OIC-GM); Deb Hughes (alternate), Southwest Consortium; Clarence Johnson (alternate), YW-Works; Edward Kamin (alternate) Kenosha Co. Division of Workforce Development; Tina Koehn, United Migrant Opportunity Services (UMOS); Jim Krivsky (alternate), Racine Co. Human Services Dept.; George Leutermann, MAXIMUS; Jeff McCabe (alternate), Employment Solutions; Barbara Metoxen, Oneida Tribe; Jim Nitz (alternate), Kaiser Group; Shirley Ross, La Crosse Dept. of Human Services; Sara Shackleton (alternate), Dane Co. Dept. of Human Services; Michael Van Dyke, Door Co. Dept. of Social Services

State Staff

Attendees: Katy Drinkwine, BEPO; Randy Hayward, BEPO; Tim Hineline, BWI; Jane Jilk, BWI; Sue Larsen, BWI; Mark Liedl, Executive Assistant, Secretary's Office; Gerry Mayhew, DES Training Section; Jude Morse, BMO; Dianne Reynolds, BWI; Leonor Rosas DeLeon, BWI; Edie Sprehn, BEPO; Jan Van Vleck, Special Assistant, Secretary's Office; Alice Wilkins, BEPO; Rick Zynda, BWI

Absent: Phyllis Bermingham, Marathon Co. Employment and Training; Diane Hausinger, Fond du Lac Co. Dept. of Social Services

Guests: Marcia Christianson, Forward Service Corporation; Tony Dziedzic, YW Works; Mona Garland, MAXIMUS; Sharon McCormick, Sheboygan Co. Dept. of Health and Human Services; Teresa Pierce, Western Wisconsin Private Industry Council (PIC); Gary Rudzianis, Waukesha Workforce Development Center

Recorder: Sue Larsen, W-2 Contract and Implementation Committee Coordinator

(NOTE: Deb Hughes requested edits of the January 1999 minutes regarding the Community Reinvestment Manual Reporting discussion on page 3. These edits are indicated by strike through on the incorrect language and underlining of the new language.)

Jean Rogers opened meeting by introducing Mark Liedl, Executive Assistant, Secretary's Office. Mark Liedl has replaced Connie O'Connell, who departed DWD when named Wisconsin's Commissioner of Insurance. He comes to DWD from the Department of Agriculture, Trade and Consumer Protection where he served as Marketing Division administrator. Prior to that post, Mark served as communications director and federal relations counsel in Gov. Thompson's office. Jean also indicated that six years ago Mark worked with Secretary Whitburn and so he has a background in the welfare initiatives that have been implemented by the Division.

Minute Approval

Tim Hineline noted a correction to the CARES Update information the schedule has been extended to 7:00 P.M. on Tuesdays and Thursdays on a permanent basis. Jude Morse noted the following edits to the Financial Right of First Selection section to read: BMO is reviewing every W-2 agency who chose not to deobligate W-2 funds to the Income Maintenance Contract to determine if there could be a difference in meeting the Financial Right of First Selection. A motion was made to approve the amended December, 18, 1998, minutes by Michael Van Dyke, seconded by Jim Nitz, motion carried.

Issue/Discussion: Right of First Selection Discrepancy Process, Jane Jilk, DES/BWI, Jude Morse, DES/BMO

W-2 agencies who have not met the Right of First Selection (RFS) based on the preliminary review by Division of Economic Support (DES) will be notified of the preliminary RFS finding. These notices will be issued in mid February 1999. The reason the W-2 agency has not met the RFS will be indicated. W-2 agencies who believe an error has been made regarding RFS may submit a discrepancy review request. Discrepancy review requests are only for criteria which the W-2 agency has not met, and would result in passing both the Financial and Program RFS criteria. The W-2 agency must submit the request in writing to the DES W-2 Contract Manager within five (5) work days of the issuance of the preliminary RFS finding notice.

The W-2 agency must submit sufficient information within the discrepancy review request to document the discrepancy without requiring review of any additional materials outside of the CARES or CARS systems. Discrepancy review requests must include the following:

1. For Financial Right of First Selection, the mathematical or calculation error by DES regarding any of the Financial RFS criteria.
2. For Program Right of First Selection:

Base Criteria

- Caseload ratio decisions based on EOS report CRP740RB which are believed to be in error, along with the FEP caseload's case number(s).
- Full Engagement decisions based on either the EOS report or the exception review, which are believed to be in error. The W-2 agency must submit any appropriate CARES screens to support the claim (e.g., case/PIN number, CMCC, ANIC, ANDI).
- Employability Plan decisions based on EOS report CRP748RB, which are believed to be in error, along with the supporting CARES case/PIN number, and the CARES Employability Plan.
- Recidivism decisions based on EOS report code CT04 or the exemption due to seasonal employment which are believed to be in error, along with the CARES case/PIN number.
- Agency Plan decisions which are believed to be in error, along with the Agency Plan item and an explanation why it is believed it meets the criteria.

Best Practices Criteria:

- Provider Service decisions which are believed to be in error, identifying the faith-based contracted service and an explanation why it is believed the contract meets the criteria.
- Special Project decisions which are believed to be in error and an explanation of why it is believed the special project meets the criteria.
- Child Care Provider decisions which are believed to be in error, and an explanation of why it is believed the special project meets the criteria.
- Pursuit of General Equivalency Diploma/High School Equivalency Diploma decisions based on EOS report code C767 which are believed to be in error, along with the CARES case/PIN number and appropriate screen to support the claim.

Discrepancy Review Requests may not be submitted for:

- The Financial and Program RFS criteria/benchmarks;
- The requirement for 16 months of CARS reports receipt;
- CARS reports data compilation;
- Appendix C of the Wisconsin Works Implementation Contract (W-2 Contract);
- Deobligation of adjustments beyond prior consideration;
- Financial RFS add-on criteria will only be allowed if the agency has met the Program RFS criteria;
- CARES case updates not completed by identified deadlines;
- RFS documentation not been submitted to the DES W-2 Contract Manager by 4:30 PM, on Friday, January 29, 1999;
- Any request for review of exception cases not submitted to the DES W-2 Contract Manager by 4:30 PM on January 29, 1999;
- CARES entries on appropriate screens, including case comments on CMCC, to support exception cases not completed by the identified deadline dates.]

After the discrepancy requests have been reviewed all 80 W-2 agencies will receive notice regarding the final RFS decisions at one time.

It was agreed that the discrepancy review request information presented at the January 22, 1999 meeting would be summarized and issued as an Administrator's Memo. The memo will be faxed to the W-2 agencies by the DES W-2 Contract Managers. Sara Shackleton requested that the memo clarify how the physical rehabilitation (PR) activity code should be used for full engagement. Jim Krivsky requested that the memo include how the exception approval process would impact on the percentage of the full engagement ratio.

Jim Nitz asked how the Exceptional Program would be calculated. Jude Morse indicated that it was necessary to first set the bar based on the results of the preliminary review of the Program RFS criteria. Once the information is available, the Exceptional Program requirements will be determined. The criteria will be the results of a team effort among the Bureau of

Employment Program Operations (BEPO), Bureau of Management Operations (BMO) and Bureau of Welfare Initiatives (BWI).

Clarence Johnson indicated that the FEP participant ratio has been affected by the change to include the FEP ID entered on the CARES ACWI screen in the EOS report CRP740RB Code C741. It was stated that transfer cases from other agencies are now showing up on the report, and that did not occur previously. George Leutermann stated that it was very problematic for the report tool to change at a late date. Ed Kamin indicated that the committee should have received the information sooner.

(NOTE: The information that the report would include the information regarding the FEP ID on ACWI was included in the background paper presented by Bob Korb, BWI Research and Statistics, at the December 18, 1998 meeting.)

Tim Hineline confirmed to Jeff McCabe that the Employability Plan (EP) report would be extracted on January 29, 1999, after W-2 pull-down. Jean Rogers stated that if agencies felt there were errors that had occurred on the report, it would be appropriate to file a discrepancy review request.

Shirley Ross and Tony Dziedzic asked if it was possible to request an exception to the GED/HSED percentage. This bar is currently 85 percent and it is a Best Practice criteria. Shirley Ross indicated that there are several cases that GED activity just has not been successful. Jean Rogers stated that as the criteria is a Best Practice, it was not appropriate to submit an exception. However, it would be possible to submit a discrepancy review request for these cases, with the expectation that case comments would support and document the steps that were taken to address any barriers.

Marcia Christianson requested clarification regarding the maintenance of the criteria benchmarks. Jude Morse indicated that the RFS criteria is lower than the requirements of the W-2 Contract. It is an expectation for agencies to meet 100 percent of the requirements of the W-2 Contract.

Jean Rogers stated that the Division is finalizing a W-2 monitoring process. The process will be refined in consort with the W-2 agencies. To be successful, the monitoring process needs to be streamlined for both the agencies and the Department.

Issue/Discussion: Community Reinvestment Manual Reporting, Shawn Smith, DES/BWI

W-2 agencies that have chosen to access the Community Reinvestment funds have submitted their plans to the DES Regional Offices outlining how those monies will be used. Agencies were also instructed that plans must be consistent with the purposes of the Temporary Assistance for Needy Families (TANF) program and the prohibitions under TANF (e.g., TANF funds may not be used to provide medical services, etc.).

- Agencies may provide services as described under the federal fiscal year 1999-federal fiscal year 2000 Wisconsin Temporary Assistance for Needy Families (TANF) block grant state plan (available on the Department's internet site, www.dwd.state.wi.us).
- These monies may be used to serve families whose income does not exceed 200% of the federal poverty level (for family size 3, \$27,300 a year).
- Agencies must be cautious in designing programs and services that result in participants being considered to have received assistance as currently defined by the Administration for Children and Families, federal Department of Health and Human Services. This may result in a family having months counted toward the 60-month lifetime eligibility limit.
- Agencies must provide assurances that the services are over and above those required under the Wisconsin Works Implementation Contract and included in their W-2 Plan. This may include providing services outside those described in their W-2 Plan, providing services for a larger number of individuals or a broader range of services than those described in their W-2 Plan or providing monies for work-related tools and equipment, auto repair, emergency housing assistance, etc.
- No additional administrative amount is available beyond the amount already included in the Wisconsin Works Implementation Contract).
- These services and families served must be tracked through CARES, as the Department is subject to the TANF reporting requirements for these funds. The tracking does not need to be completed by a public employee.
- Community Reinvestment services are subject to the same verification requirements as other W-2 services.
- ~~Services provided to families receiving Community Reinvestment funds may be continued for a maximum of 12 months.~~ After 12 months, an eligibility review must be completed to issue further services.

Manual Tracking Requirements

The Department is in the process of determining and prioritizing the CARES programming requirements and CARS lines to track the services provided to individuals with the Community Reinvestment funds. Until the CARES programming requirements and CARS profiles have been completed, agencies will be required to manually track the following data for each individual in the family receiving Community Reinvestment services. The following data must be tracked according to the federal TANF reporting requirements:

1. Name
2. SSN
3. DOB
4. Sex
5. Citizenship
6. Marital Status
7. Address
8. Continued Wisconsin Residence
9. Highest Grade Completed
10. Fleeing Felon or Violating probation or parole or convicted drug felon since August 22, 1996
11. Striker Information
12. Cooperating with child support agency
13. Absent parent information
14. Earned Income (Employer, monthly amount)
15. Unearned Income (Source, monthly amount)

(NOTE: Asset information and 60-day residency information is not required.)

Shawn Smith noted that the tracking of Community Reinvestment data in CARES was due to the federal reporting requirements. Shawn presented a draft form that had been developed for the purpose of collecting the required data. W-2 agencies would need to submit the completed form in order to claim expenses for the case until the CARES programming was implemented. Jim Nitz indicated that he has submitted six different projects for Community Reinvestment. He is afraid that he will not be able to collect the level of detail that is indicated on the form, and thus will not be able to serve individuals under his new plans.

Michael Van Dyke indicated that for the Community Reinvestment requirements to be so restrictive will prevent agencies from spending their funds, and thus the funds will not be available to the State of Wisconsin as well. County boards and communities, and the press have the perception that these funds will be much more available to low-income populations.

Shawn Smith stated that the level of detail is required as the Community Reimbursement funds originate from the Temporary Assistance for Needy Families (TANF), and the Department must submit federal reports with the listed data elements. Not following the federal reporting requirements would put the Department at risk of severe sanctions.

Gary Rudzianis asked how frequently the form would need to be completed. Shawn indicated that a review would need to occur every 12 months at a minimum. Committee members also requested if the Tracking Form should in fact be an application. DES will continue to review this issue.

Issue/Discussion: Monthly W-2 Time Limits Update, Margaret McMahon, DES/BWI

Margaret McMahon indicated that the draft Administrator's Memo regarding W-2 Time Limits and the 24-month extension process is being finalized and should be issued soon. The clock reports are located on EOS at this time. The reports break down the information for the worker by case and helps the FEP manage his or her caseload. A summary is also provided to the agency for a supervisory tool.

Shawn Smith clarified a question that was raised at the December 18, 1998 meeting regarding if the clocks would be ticking retroactively for assistance issued under all TANF funding, such as, Welfare-to-Work (WtW) transportation funding. The Department is waiting for the final TANF rule to be issued. The proposed TANF regulations (45 CFR 270.30) define assistance to mean "every form of assistance provided to families under TANF (including child care, work subsidies, and allowances to meet living expenses) except: Services that have no direct monetary value to an individual family and that do not involve implicit or explicit income support, such as counseling, case management, peer support, and employment services that do not involve subsidies or other forms of income support; and one-time, short-term assistance (i.e., assistance paid within a 30-day period, such as automobile repair to retain employment and avoid welfare receipt and appliance repair to maintain living arrangements)" The current federal definition means that provision of a monthly bus pass or monthly food allowance, for example, would count as assistance and thus tick the clock.

There is still some conversation between the Department and the federal government on these issues. It is anticipated that the final rule will be issued in February 1999. It is the Department's understanding that the earliest that a clock could tick retroactively is effective January 1, 1997. The Department will continue to work to try and avoid this situation. Jan Van Vleck clarified with Shawn Smith that if JTPA funds were used through the Private Industry Council, that would not tick the clock.

Issue/Discussion: Monthly Training Update, Germaine Mayhew, DES Training Section

Geri Mayhew provided an overview of DES training that was provided during 1998. The year was an excellent year for the DES Training Section. For example,

- The Prospective Income Guidelines have been reviewed and copied by Illinois.
- W-2 Case Management Strategies pilot in Madison and Milwaukee. The session is designed for FEPs to share effective W-2 case management techniques and best practices.

Michael Van Dyke raised a question regarding the change to require a supervisor to attend the New Worker training. He stated this would be a problem for small agencies. Geri Mayhew clarified that attendance by the supervisor is only for one day and is being tested as a model for New Worker training. It has been well received by those who have participated. It is not mandated -- only encouraged. Sara Shackleton stated that the New Worker curriculum is excellent, however, it is often difficult to meet the advance training dates that are announced. Geri Mayhew indicated that agencies should contact their DES Regional Trainer. The Training Section is committed to finding ways to provide training to meet the needs of the agencies.

Many committee members complimented Geri on how responsive the DES Training Section has been to the training needs of each agency.

Issue/Discussion: Monthly CARES Update Report, Tim Hineline, DES/BWI

See attached report.

NEXT MEETING DATE:

**February 19, 1999
1 West Wilson Street
Room B139
Madison, WI 53707**

RECENT AND UPCOMING CARES CHANGES OVERVIEW

Issued January 22,1998

Major Initiatives: Completed or in Progress	DATE	BACKGROUND
FEP ID on Notices	12/04/98	The FEP ID listed on ACWI will be printed on notices. This has been postponed until 1/22/99 due to some found during testing. The report identifying open cases with no FEP ID entered on ACWI was mailed to local agencies and Area Administrators last month
Year 2000 (Y2K)	12/30/98	Testing completed for now. A few minor problems have been found and corrected. Additional testing will be conducted in September 1999 for additional scenarios and new programs.
Major Fatals	1/22/99	EDBC fatal having performing paragraphs 51154-set-run-elig is still scheduled for this date. Two other EDBC fatals, 830A0-cre-ww-bud and 461A0-open-wi-works, which affected a large number of cases have been moved and appear to be working fine. Numerous other smaller fatals and abends are scheduled to be fixed on 1/22/99. Research continues on fatals which occur when there are a large number of unconfirmed rows on AGECE. Also, work is continuing to reduce the overall number of fatals and abends.
Benefit Issuance	1/99 - 5/99	Proration problems for partial months has been fixed . We are attempting to accelerate programming to implement the marginally employed (formerly called prorated CSJs) logic, Wage paying CSJs logic and Non-pay to payment positions logic. Fixes to the payment table are continuing.
Review Date Fixes	1/22/99	Another round of fixes for setting correct review dates, mainly for FS with some W-2 fixes, will be implemented on this date. We will continue to correct review date logic as errors are found.
Clocks	2/19/99	Clock information will be added to review notices on this date. We also intend to implement fixes and improvements to the clock process. New clock notices will be implemented at a later time.
MA Swipe cards	3/99	Pilot is scheduled to begin in March with the entire state converted by June.
Milwaukee County Child Care Conversion	3/99	Milwaukee's conversion to the CARES Child Care Payment System has been postponed. It is currently scheduled for March, 1999.
Major initiatives: In Planning/Development		
Negotiations appear to be nearing completion with a prospective vendor for EBT. Preliminary planning is being done. A pilot county is scheduled to begin operation in 10/1999, with full roll out beginning in 3/2000.		